



**SUPPORT TO PUBLIC INSTITUTIONS
IN THE TURKEY REFUGEE AND RESILIENCE
RESPONSE PLAN (3RP)**

2017-2018

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Foreword

We are pleased to introduce this publication, that presents the complementary efforts of partners of the 3RP in Turkey in supporting public institutions and municipalities in the refugee response to the Syria crisis, recognizing its scale and regional dimensions. The response plans and efforts have been possible thanks to a close collaboration with our numerous partners and the generous contributions and support received from donors.

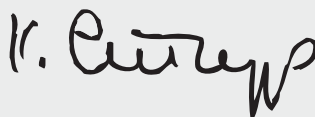
Turkey has been the largest refugee hosting country globally since 2014. The Turkey Chapter of the Regional Refugee and Resilience Plan has consistently stood out for its strong national ownership and leadership, with UN and NGO partners supporting the Government of Turkey. This includes strengthening the required capacities at all levels to be able to cope with the impact of large scale displacement. Investing in existing national and local systems as well as strengthening capacities of key institutions are important components of the refugee and resilience response strategy to ensure they can adequately serve both host and refugee communities.

3RP partners are increasing their support to the Government of Turkey to continue to accommodate the largest refugee population in the world and implement the established national legal and administrative framework on international and temporary protection. In 2017 and 2018, USD 430 million of international funding has been invested directly to help strengthen the capacity and resilience of public systems at local and national levels. The level of this support and gradual, yearly increase is evidence of the qualitative shift in the 3RP towards a stronger focus on support provided to national capacities and institutional resilience, with humanitarian needs being responded to increasingly through national systems.

- We take this opportunity to highlight that the 3RP is ensuring that humanitarian programmes such as cash transfers are channelled through public institutions and reinforce public systems rather than establishing parallel structures – this constitutes an important feature of the Turkey response.
- The work of UN and NGO partners in supporting the refugee response in Turkey is also bringing concrete benefits to the host country and host communities through, for instance, the construction of schools, municipal infrastructure for waste and waste water management, as well as the provision of additional interpretation and outreach staff. This integrated approach is implemented across the overall response. Support to every partner line Ministry and Government agency has increased in this regard in 2018.
- The Government response and the support provided by the 3RP partners constitutes an example of operationalizing the humanitarian-development nexus and implementation of the global commitments made by Member States in the Grand Bargain, the New York Declaration on Refugees and Migrants,¹ and the Sustainable Development Goals, particularly the commitment to *leave no one behind*.



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¹ UN General Assembly Resolution (A/res/71/1) 2016. New York Declaration for Refugees and Migrants.

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ACRONYMS

3RP	Regional Refugee and Resilience Plan
AFAD	Disaster and Emergency Management Presidency
CCTE	Conditional Cash Transfer for Education
CoC	Chamber of Commerce
DGMM	Directorate General for Migration Management
ECE	Early Childhood Education
ESSN	Emergency Social Safety Net
GAP RDA	South Eastern Anatolia Project - Regional Development Administration
ISKUR	Turkey Labour Employment Agency - part of MoLSS
MoD	Ministry of Development
MoFAL	Ministry of Food, Agriculture and Livestock
MoFSP	Ministry of Family and Social Policy
MoH	Ministry of Health
Mol	Ministry of Interior
MoJ	Ministry of Justice
MoLSS	Ministry of Labour and Social Security
MoNE	Ministry of National Education
MoSIT	Ministry of Science, Industry and Technology
MoYS	Ministry of Youth and Sport
NFE	Non-Formal Education
NGOs	Non-Governmental Organizations
TECs	Temporary Education Centres
SME	Small and Medium-Scale Enterprise
TRC	Turkish Red Crescent
WGSS	Women and Girl Safe Spaces
YTB	Presidency for Turks Abroad & Related Communities

Introduction and Key Findings

Public and Local Institutions as Cornerstones of Resilience to a Protracted Crisis

Turkey is home to the largest refugee population in the world, including 3.5 million Syrians under temporary protection.² The Government of Turkey has shouldered the bulk of the financial burden of the refugee response – according to the latest Government estimates, more than US \$30 billion has been spent on direct assistance to Syrians under temporary protection in Turkey to date. The Government's temporary protection regulation provides Syrians with access to legal employment opportunities and national services such as health, education and other social services.

Turkey's response has consistently stood out for its strong national ownership and leadership, with partners playing a supportive role to the Government of Turkey within the established national asylum framework. With the crisis in Syria continuing and the refugee situation remaining protracted, Turkey is calling for increased international burden and responsibility sharing to ensure that the needs of Syrians under temporary protection and the host communities are met.

These modalities also proved their worth during the transition of the regional response to the Syrian crisis from a predominantly humanitarian response into an integrated refugee and resilience response, embodied in the Regional Refugee and Resilience Plan (3RP), which emphasizes that vulnerable refugees and host communities in need of assistance are best supported by strengthening existing systems and government institutions. In this respect, the 3RP echoes recent commitments made at the global level which emphasize the need to place local and national actors at the forefront of the response. The 'Grand Bargain', for instance, includes a work stream to provide greater support and funding to local and national responders. Following the adoption of the New York Declaration in 2016, the role of local actors has also been acknowledged in the two Global Compacts on Safe, Orderly and Regular Migration³ and on Responsibility Sharing for Refugees. All in all, the provision of support to national capacity and institutions in coping and adapting to the impact of protracted crises is fundamental in bridging the humanitarian-development nexus and implementing the New Way of Working.⁴

Objective and Methodology of the Tracking Process

The Turkey chapter of the 3RP consistently emphasizes throughout 2017 and 2018 the need to work with local institutions and communities to increase their capacities to cope with the Syrian crisis, to adapt to the crisis and to transform in responding to it. In short, the 3RP aims to support the government in implementing its open-door policy for refugees by providing the assistance necessary to overcome obstacles to policy implementation and so strengthen the resilience of individuals, communities and institutions impacted by the crisis.

The 3RP partners have therefore decided to track funding flows and investments made to and through public institutions on a regular basis, documenting the shift in the response towards more resilience-oriented approaches. The tracking process also serves as a basis for enhancing and coordinating initiatives to strengthen relevant institutions and identifying potential gaps and needs for additional support. In addition, it will facilitate the coordination of the interventions in support of public institutions carried out under the 3RP and by other actors.

² DGMM, TURKSTAT (July 2018)

³ https://refugeemigrants.un.org/sites/default/files/180205_gcm_zero_draft_final.pdf

⁴ <https://www.agendaforhumanity.org/initiatives/5358>



This report takes stock of the support provided to Turkish institutions by 3RP partners in 2017 and of plans for 2018⁵. 3RP partners provided input and data on the support to public institutions delivered in 2017 as well as support planned for 2018 for which funding was already secured and committed. The data provided exemplifies the significant shift in the overall response towards resilience - in particular, the heightened focus on support for national and local institutions responding to the increase in demand for services for refugees and host community members. The report provides an overview of the results achieved by the 3RP partners, including the Government of Turkey, UN agencies, NGOs and donors, with respect to the strengthening of public institutions in 2017 and 2018. It takes stock of the support provided to date, provides a perspective for the future commitments and efforts of the partners, and establishes a baseline for tracking the evolution of the 3RP towards strengthening the resilience of public institutions in the Syrian crisis response.

The report achieves this by looking at the 3RP support provided across sectors and agencies TO and THROUGH public institutions. Support THROUGH institutions refers to programming the beneficiaries of which are individuals and communities but which is channelled and delivered through public systems (for example children accessing education through public schools, or cash transfers disbursed through national safety nets). Support TO institutions refers to support the beneficiaries of which are the public institutions themselves - i.e., cases where institutions themselves retain the support provided, whether in the form of additional resources (equipment, facilities, infrastructure, staffing, etc.) or in the form of system strengthening (capacity building or policy development). Table 1 outlines the different types of support covered by the report.

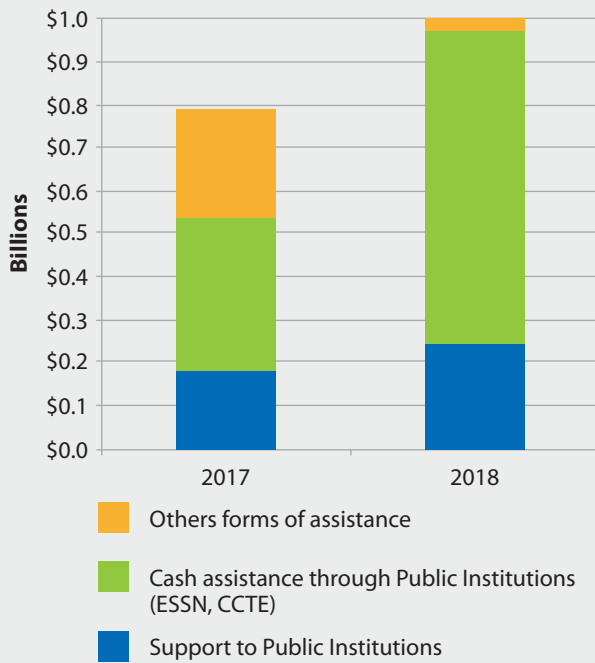
Table 1. Conceptual framework of support to public institutions

PUBLIC INSTITUTIONS SUPPORT	Support THROUGH public institutions	Outreach activities to raise awareness about services and connect the people in need to the available services	Language classes
			Identification and referral activities
			Information campaigns and rights awareness activities
			Transportation enabling access to services
	Support THROUGH public institutions	Provision of temporary services where the demand for services exceeds their availability	Enrolment of children in public schools/ Technical and Vocational Education and Training
			Distribution cash transfer through public safety nets
			Provision of healthcare consultations
			Case management, psychosocial support/gender-based violence response in community centres
	Support TO public institutions	Provision of human and financial capacity and infrastructure support to relevant institutions.	Provision of equipment
			Construction/rehabilitation of public facilities
			Covering of staff costs and secondments
			Infrastructures
Support TO public institutions		Building the necessary institutional capacity to strengthen service providers	Provision of information: assessments
			Policy development
			Strengthening of internal procedures (referrals, standard operating procedures)
			Training, capacity building, and technical support

It follows that this report focuses only on that portion of the overall response which can be linked directly to the various local and national institutions. However, it should be emphasized here that, due both to the overall leadership of the Government of Turkey in the response and to the close coordination maintained with 3RP partners at all levels, the whole of the response in Turkey contributes to the efforts of the government to alleviate the impact of the crisis.

⁵ 3RP partners provided input on the support provided to public institutions in 2017 and for plans in 2018 for which funding was already secured and committed.

Figure 1. Distribution of 3RP funding for 2017-2018



Key Findings

In 2017, 3RP partners in Turkey delivered an estimated total of USD 535 million worth of support to and through public institutions at the local and national levels. This amount will increase to at least USD 975 million in 2018.


These totals include a large portion of cash-based assistance channelled through public institutions – USD 351 million in 2017 and USD 729 million in 2018.

A total of USD 430 million (USD 184 million spent in 2017 and USD 246 million secured by partners for 2018 and already allocated towards supporting public institutions) is therefore being invested directly in strengthening public systems at the local and national levels.

This means that 68% of the funding received in 2017 was allocated to or through public institutions – a proportion that is expected to increase significantly in 2018, with 98% of the funding secured in the first half of the year being channelled to or through public institutions.

The figures above relate to the actual expenditures (realised in 2017 and secured for 2018) of partners in support of ministries and local authorities across all agencies and sectors. They include a variety of modalities of assistance for developing the capacities of public systems, including construction of infrastructure, rehabilitation of facilities, staffing support, training of civil servants, and the provision of equipment or stipends to be delivered to beneficiaries. In addition to the USD 430 million worth of support being provided via these modalities in 2017-18, partners have made sure that other forms of assistance, such as cash transfers to refugees, which constitute the bulk of the remaining assistance, are also channelled through existing public systems, such as the Emergency Social Safety Net (ESSN) system or the Conditional Cash Transfers for Education (CCTE) programme.

Overall, the response to the impact of the Syrian crisis in Turkey is unique among current refugee responses in dedicating the majority of its funding and efforts to strengthening the resilience of public systems. The response to date has also succeeded in



avoiding the establishment of parallel systems and services to the ones provided by the Government. The fact that proportion of assistance going to public institutions or through them in 2018 has reached 98% of the funds secured to date is further proof of the importance which the 3RP partners attach to supporting governmental efforts. Although this figure is expected to decrease by year end as new funding received might not be allocated towards public institutions in the same proportion, it demonstrates that the partners have prioritized public institutions when channelling the funding that has become available early.

The remainder of the funding which is not included in this report comprises assistance distributed directly to individuals, support channelled through NGOs, cash assistance not delivered via public systems, support to the private sector, and the core and management costs of the partners themselves.

While all this exemplifies the commitment made by the international community to transform the response towards one which focuses on strengthening government capacities, this does not mean that Turkish institutions are left alone in delivering services and assistance. Complementary services delivered by the rest of the international community, NGOs and local civil society remain critical to ensure that integrated services are provided to the same beneficiaries at the local level, facilitate referrals, share information on the rights of refugees and provide trend analysis on the situation at the local level. In this respect, a large part of the work of the 3RP partners consists of playing a convening and catalytic role, facilitating contacts and exchanges between institutions and other local stakeholders involved in the response, and setting up systems that enable them to cooperate effectively to deliver complementary services at field level. It should also be underlined that the 3RP does not encompass all of the support provided to the Government of Turkey by the UN and NGO partners. In particular, other elements of the UN Development Cooperation Strategy for Turkey include additional support to the government to advance Turkey's development agenda further.

This emphasis on an inclusive and integrated approach is also illustrated by the number of institutions supported by the 3RP and its various sectors and partners. Indeed, the response has been successful in ensuring that the support to public institutions does not concentrate solely on leading ministries but targets the wide range of institutions involved in the Syrian crisis response. **Overall, no less than 17 different ministries and public institutions have been supported by the 3RP partners in 2017 and 2018, in addition to 60 municipalities.** Figure 2 shows the breakdown of the support provided in 2017 and 2018 by institution. It should be noted here that this report follows the government structure preceding the June 2018 election and the entry into force of the presidential system. However, figures can easily be aggregated or divided when the new government structure is confirmed to obtain the scale of support channelled to new structures and set a relevant baseline for future tracking.

In addition, one key feature of the support provided by the partners has been to provide ministries and local institutions with additional human resources and technical expertise for coping with the overall workload induced by the increased demand for public services. This report details how the 3RP partners have provided no less than **1,330 additional staff** to public institutions at local and national level, as well as over **14,730 additional education and health personnel.**

As half of the registered Syrians are children, the bulk of the support to institutions (USD 108 million per year, or 60% of the support provided to public institutions in 2017 and 45% in 2018) has gone towards supporting **education institutions**, particularly the Ministry of National Education (MoNE), but also the Presidency for Turks Abroad (YTB). This support has been used to rehabilitate schools, pay incentives to volunteer teachers and provide scholarships for access to higher education.

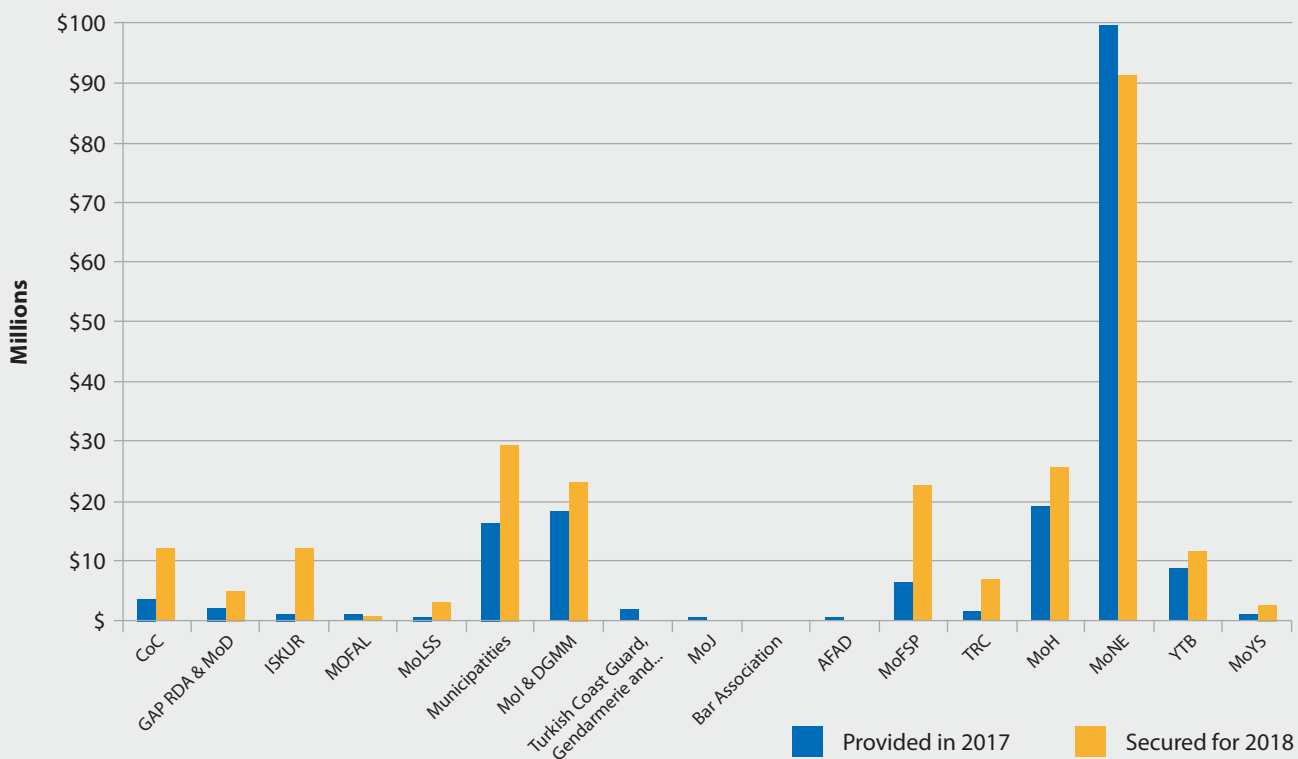
Most of the increase in support between 2017 and 2018 stems from the support provided to **social institutions** (the Ministry of Family and Social Policy – MoFSP - and the Turkish Red Crescent - TRC) to manage the ESSN assistance and to provide social



protection services for refugees under temporary protection, especially women and children.

Support to **municipalities** at both the district and metropolitan levels has also been scaled up rapidly (USD 25 million has been secured in 2018 - more than in all previous years combined). This support is being used to expand the capacities of the municipalities to cope with the increased demand for basic services (waste management, water management) and to identify, refer and assist refugees who are in need of assistance.

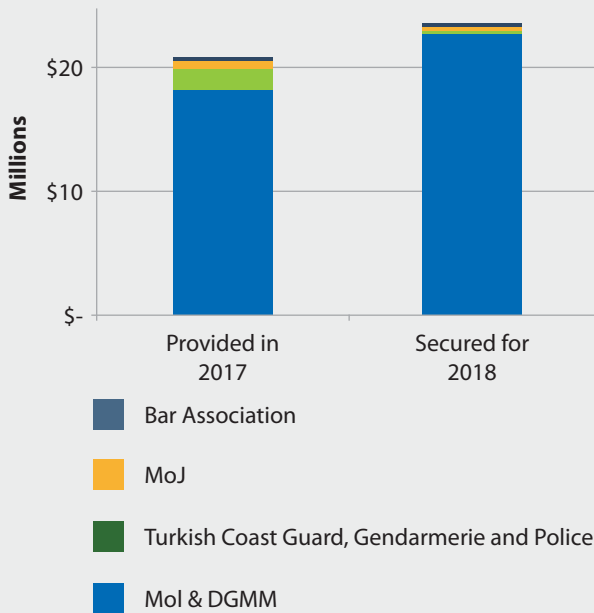
Figure 2. Support provided by 3R Partner by institutions



The Ministry of Health (MoH) comes third in terms of the scale of support provided (USD 19 million in 2017; USD 25 million in 2018), due to the costs of a large-scale training programme for Syrian nurses and doctors, which will enable them to serve in the Turkish health system. This kind of support is another outstanding feature of the refugee response in Turkey. It complements the bilateral support which the MoH is receiving to deliver primary and mental health services to Syrians under temporary protection.

The Ministry of Interior (MoI) – particularly its **Directorate General for Migration Management (DGMM)**, but also other units concerned with security and the rule of law – is also working closely with protection partners, from the verification exercise for refugee registration to the management of migration and refugees’ access to justice. Ensuring the self-reliance of Syrians under temporary protection while at the same time providing vulnerable Turkish nationals with **livelihood opportunities** is increasingly becoming a priority. This is already reflected in the funding mobilized by livelihoods partners, notably in order to work with the **Turkey Labour Employment Agency (ISKUR)**, the **Ministry of Labour and Social Security (MoLSS)** and the **Ministry of Food, Agriculture and Livestock (MoFAL)** on skills training and job placements, but also for cooperating with **chambers of commerce** to stimulate job creation in the private sector.

Support to the Ministry of Interior and Rule of Law Institutions



Key figures

- USD 20.6 million of support provided in 2017
- USD 23.4 million of support secured and being delivered for 2018
- 524 staff supporting DGMM with interpretation / translation for the verification exercise.
- records of 1.6 million refugees verified
- 375 judges and MoJ staff trained in international refugee law

The MoI's leading role in the refugee response has been further strengthened under the new coordination arrangements introduced in mid-2016, which placed the Ministry's Directorate General for Migration Management (DGMM) in charge of coordinating registration and implementing the Temporary Protection Regulation. Accordingly, a key priority for 3RP partners in 2017 was to ensure that the DGMM received adequate support to perform its new role effectively. This kind of support falls under the 3RP's first strategic objective related to protection, which explicitly envisages the provision of support to the relevant institutions so as to strengthen their capacities and improve access to legal aid for Syrians under temporary protection.

Supporting DGMM Registration and the Verification Exercise

Over the course of 2017, the 3RP provided USD 17.5 million worth of support to the DGMM, to ensure that it had sufficient technical and physical capacity to provide protection to Syrians under temporary protection in line with international standards. The support ranged from the training of over 900 DGMM staff involved in the verification of registration data to the provision of material support (including equipment like air conditioners, sitting benches and portable toilets, and also child-friendly spaces) to DGMM provincial directorates to ensure that the process of actually registering and interviewing the Syrians was conducted smoothly.

Data captured at the registration stage plays a key role in the provision of access to government-provided services and in the identification of persons with specific needs and their referral to services and assistance. The verification-of-registration exercise launched in 2016 and supported throughout 2017 was therefore particularly crucial for gathering missing registration information and enabling the relevant line ministries and other stakeholders to design evidence-based programmes for targeted assistance. To support this exercise, the 3RP partners provided the DGMM not only with technical support and training on international protection, but also with the necessary additional human resources to be able to verify the refugee caseload. This meant recruiting no less than 500 staff: 12 process managers, 305 interviewers, 59 protection desk staff, 42 receptionists, and 79



runners. Child protection partners also provided DGMM-managed removal centres with support for the identification and referral of children with protection risks.

So far, over 600,000 refugees have been registered and the registration records of over 1.6 million refugees have been verified through this exercise. In 2018, the exercise has been scaled up with a view to verifying the entire caseload of Syrians under temporary protection and preparing for the transition to a continuous ongoing registration system in 2019. Over USD 21 million has already been secured to provide adequate resources and support to the DGMM, notably by raising the number of support staff to 524.

Ensuring Protection Sensitive Border Management

Besides ensuring adequate documentation of the Syrian refugee population in Turkey, another challenge of the migration crisis in Turkey is the management of the flow of migrants at the borders. While this is not formally part of the 3RP response, it is closely associated with it, and complements some of its efforts. The partners dedicated nearly USD 3 million in 2017 to the support of law enforcement entities and the DGMM with respect to protection-sensitive border management. They have engaged extensively with the DGMM, the Gendarmerie General Command, the Turkish National Police and the Turkish Coast Guard through training events on forged documents detection, international refugee law, assisted voluntary return and reintegration, counter-migrant smuggling and human rights standards at removal centres. Their assistance has contributed to various initiatives ranging from the development of a mechanism to assist stranded and irregular migrants to return voluntarily to their countries of origin and achieve sustainable reintegration to the deployment of six child protection outreach teams along the western coast to support the DGMM and the Turkish Coast Guard in identifying, registering and referring rescued and/or apprehended children with serious protection needs.

In addition to technical and policy guidance, the Turkish Coast Guard and border authorities are receiving further support on migration management, notably material support such as food and non-food items and accommodation containers and tents to improve migrant/refugee reception facilities.

Supporting Refugees' Access To Justice

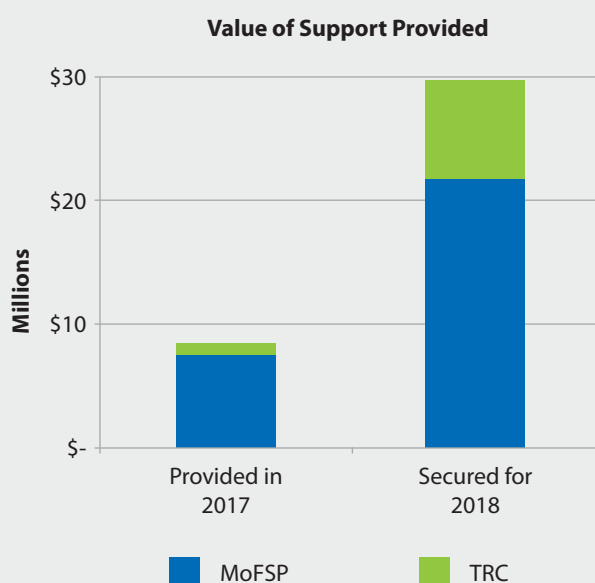
Protection partners have dedicated particular efforts to ensuring access to justice for refugees and migrants. To this end, USD440,000 worth of support has been provided to the Ministry of Justice (MoJ) and the Bar Association for capacity development and coordination. As a result:

- Over 250 judges from administrative, civil and criminal courts have received training, and over 125 MoJ staff have participated in workshops, on international refugee law.
- Over 200 judges, lawyers, policy makers and academics participated in an international conference on access to justice for refugees in Ankara in December 2017.
- Bar Association lawyers have received training in refugee status determination and international protection
- Justice for children has been enhanced by strengthening case management and expanding access to justice and redress mechanisms for refugee and migrant children in Turkey. In this context, standard operating procedures have been developed for case management of refugee and migrant children and 30 experts from the Ombudsperson's Institution of Turkey have received training about child rights cases.

As mentioned above, all these efforts are continuing and expanding in 2018. The partners have already secured a 10% overall increase in support. In particular, they are aiming to scale up their efforts around the issues of rule of law and access to justice, with the objective of training over 1,500 additional stakeholders to provide legal aid to up to 50,000 refugees. Going forward, the aim of the 3RP will be not only to ensure that the MoJ and other rule-of-law institutions are able to address the specific protection needs of refugees, but also to transform existing systems so that they can cater for a rising demand for legal aid and security services. This will be the focus of the rule of law and access to justice programming to be developed in 2018 and beyond.



Support to Ministry of Family and Social Policy and Social Institutions



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Key figures

- USD 8 million worth of support provided to the MoFSP and TRC in 2017
- USD 29.5 million secured for 2018
- USD 1 billion worth of cash transfers to be disbursed to over 1 million refugees through modalities aligned with the national system
- 547 additional staff deployed in provincial directorates of Family and Social Policy, social assistance and solidarity foundations and social service centres to expand the provision of services to the refugee population

Turkey has long operated a strong social protection system, built around a large network of social service centres and social assistance and solidarity foundations operating under the leadership of the MoFSP at the central level.⁶ Access to social services is a primary need for refugees, who have particular needs due to their displacement, their high socio-economic vulnerability and the potential negative consequences of their experience of the conflict in Syria, including trauma. The Turkish social protection system has required support and assistance in order to be able to cope with the large additional caseload it has had to absorb as well as to adapt to the specific needs of refugees, especially children. Reinforcing access to social protection has therefore been at the cornerstone of the response, involving partners across the protection and basic needs sectors in particular. Over USD 6.5 million worth of support was delivered to the MoFSP in 2017, complemented by USD 1.5 million in support for the Turkish Red Crescent. This support will more than triple in 2018, with USD 29.5 million already mobilized as the partners scale up their support to local social protection institutions significantly. The key priorities are to ensure access to social protection services at the local level and to expand the social safety net for refugees.

Expanding Access to Social Services

At the national level, the partners have supported the MoFSP from the very beginning of the crisis response. In 2017, support focused on training over 300 civil servants from the MoFSP on protection issues and how to support refugees, and on enabling them to serve the groups within the refugee population facing the highest risks. These efforts included intensive policy development work towards the establishment of new procedures and policies for ensuring that children with serious protection risks – such as children exposed to violence, abuse, exploitation – were identified and referred to the appropriate institutions for specialized services, as well as to improve the care of unaccompanied and/or separated children.

The 3RP partners have also worked to ensure that training activities, recommendations and policy decisions are translated into practice in the field. To this end, the partners have collaborated both with the provincial directorates for Family and

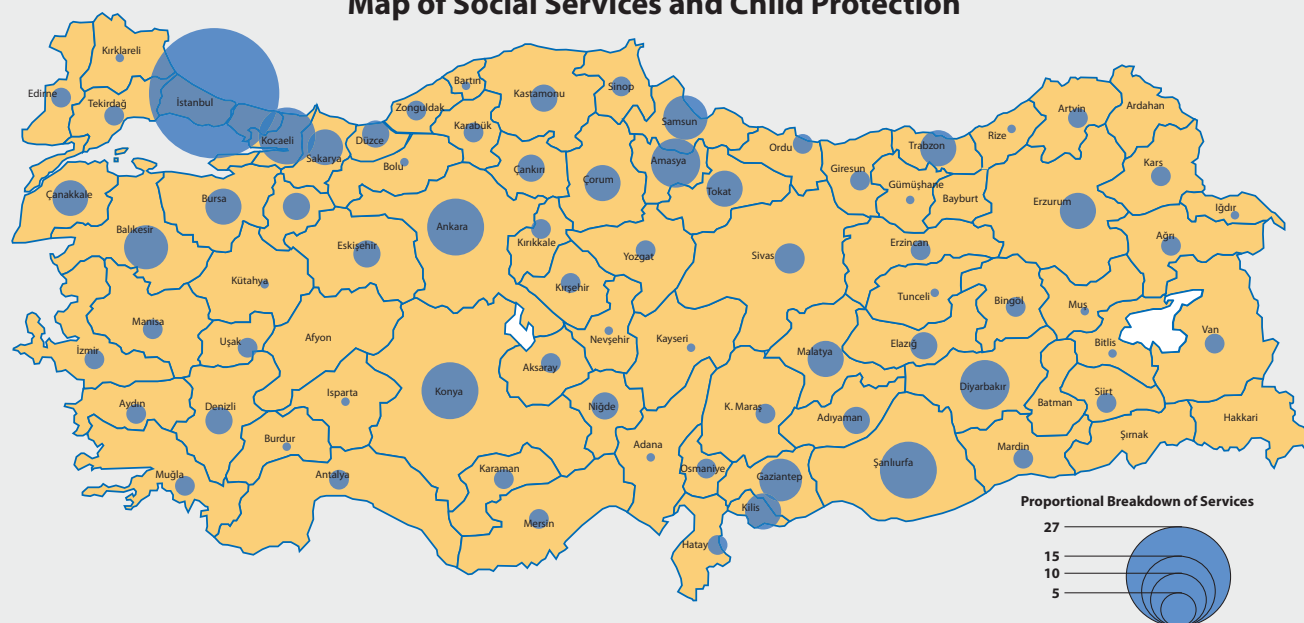
⁶ Under the new government system, MoFSP is expected to merge with the Ministry of Labour and Social Security – figures on the support provided to MoLSS are available in the last section of this report to gauge the full scale of support provided to the new structure



Social Policy and with the social service centres to expand their outreach activities and to help expand their capacities and adapt them to the needs of the refugee population. The provision of additional human resources and capacities to social service centres has constituted a very significant part of these efforts. In all, USD 2.8 million have been invested to recruit a total of 181 staff in the provincial directorates and social service centres of Ankara, Bursa, Hatay, Istanbul, Izmir, Osmaniye and Sanliurfa. Specifically, 57 social workers, 52 drivers, 40 interpreters, 15 teachers, four psychologists, two health trainers and ten cleaners were added to the existing human resources of these centres. This number was expected to grow significantly in 2018 due to the provision of increased support to the local social service centres.

In addition to expanding the capacity of the centres to cater for an additional population in need of social services, the support of the 3RP partners has also allowed these centres to take new initiatives to provide tailored services for refugees and vulnerable members of the Turkish population alike. For example, partners have worked with the provincial directorate for Family and Social Policy in Hatay to raise the awareness of girls aged 12-17 and their parents concerning child marriage through a mixture of awareness-raising sessions, publications and other information materials, and house-to-house visits. In Izmir, the focus has been placed on identifying children working on the street, implementing an appropriate social care model for them and supporting their psychosocial rehabilitation. In Ankara, some of the larger initiatives have targeted refugee women, included the provision of Turkish language courses and psychosocial support, and support for health education and hygiene promotion.


Map of Social Services and Child Protection



Extending National Social Safety Nets to the Most Vulnerable Refugees

As the crisis has become protracted, the Syrians under temporary protection have largely exhausted whatever assets or savings they were able to bring with them to Turkey. Recent assessments show that half of them are living below the poverty line, which means that they do not have adequate resources to meet even their most basic needs.⁷ Financial limitations make it difficult for them to access adequate housing and gain secure tenancy, and half of all the Syrian households are living in overcrowded and/or substandard accommodation, with inadequate sanitation and hygiene facilities. They require continued support from the national authorities and international community to meet their basic needs.

⁷ WFP, *Refugees in Turkey: Comprehensive Vulnerability Monitoring Exercise (Round2), May 2018*



Unconditional cash transfers which support the efforts of the government to help vulnerable refugees meet their most pressing needs have become one of the largest components of the crisis response. In providing additional income, cash is increasingly recognized as a modality that empowers beneficiaries by allowing them to prioritize their expenses according to their own needs, while at the same time injecting resources into the local economy. While there is a major global trend towards the use of cash transfers in humanitarian operations, the modalities that have been employed in Turkey are distinctive. The 3RP partners have built on the robust social protection system already in place in Turkey to deliver a record amount of assistance aligned with Turkey's own social safety net. This has been achieved primarily through the Emergency Social Safety Net (ESSN) programme, which is the first programme of its kind and the largest humanitarian programme in the world that integrates humanitarian assistance into a national safety net.

Refugees apply for assistance through their local social assistance offices – the same offices that support certain vulnerable members of the Turkish population, such as widows or persons with disabilities. The ESSN uses the same system but expands it to target refugees based on socio-economic vulnerability rather than restricting it to specific target groups, as is the case in the regular Turkish system. Each beneficiary household receives a debit card which is loaded with TRY 120 per person per month and can be used in shops or at ATMs. Quarterly top-ups are also provided to support smaller families who may struggle to meet basic needs, including needs related to the harsh winter climate, out of their monthly ESSN payments alone. A total of 1.1 million refugees benefitted from the ESSN in 2017, and a total of USD 319 million was injected into the local economy). In 2018, the programme aims to expand to reach 1.5 million individuals, with at least USD 666 million being transferred to the beneficiaries.

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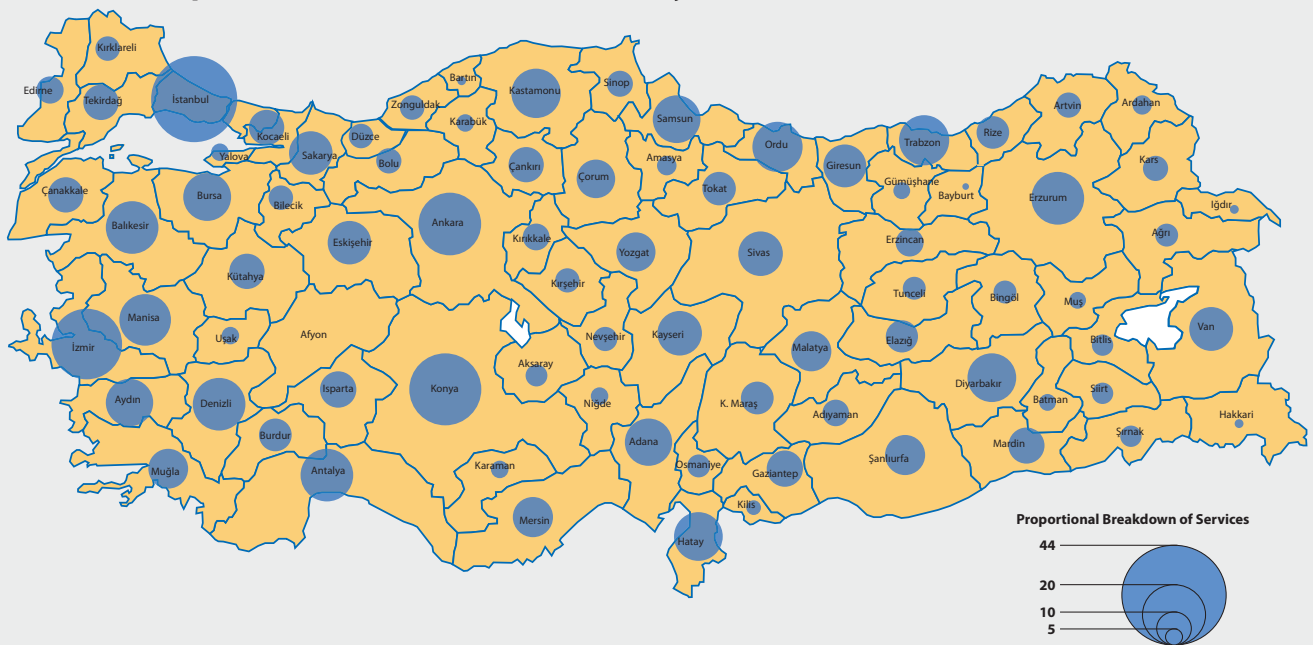
The alignment of this cash transfer programme with the public system is a truly unique feature of the Turkey response. Most similar programmes elsewhere in the region and the world have been built largely in parallel to existing public systems, and carry the risk of undermining social cohesion. In Turkey, this is not the case. Moreover, the programme is also contributing to the reinforcement of the existing national systems (The same can be said of the Conditional Cash Transfers for Education - CCTE - which are described in the section of this report on education. Indeed, the CCTE programme goes even further, as it mirrors the national system very closely rather than adjusting it to refugee needs).

As part of the programme, substantial resources have been secured to support the capacities of its key national stakeholders – namely, the TRC, the MoFSP and the local social assistance and solidarity foundations. As the programme got under way in 2017, the partners concentrated on developing the capacities of the TRC and the foundations to process applications, manage the caseload and diffuse information to potential beneficiaries. This included the establishment of the selection procedures, which involved everything from translating forms into Arabic to setting up selection boards similar to those that assess Turkish applicants. Two people were seconded to the MoFSP to maintain Ministry oversight over the process, while 147 translators were provided to the social assistance and solidarity foundations to facilitate communication with applicants and beneficiaries.

Since then, the management capacity of the system has expanded and the national safety net has gradually become equipped to manage the large additional caseload of beneficiaries. In 2018, the partners will seek to strengthen the capacities of the social assistance and solidarity foundations to identify and include in the system potential beneficiaries who might not match the general programme criteria but who deserve to benefit from the assistance because they have specific protection needs. Meanwhile, the additional service centres which have been set up by the TRC will gradually close down as the foundations have acquired sufficient capacity to take over the entire process. The initial results of the Comprehensive Vulnerability Monitoring Exercise show that ESSN beneficiaries have witnessed improvements in their situations in terms of food security, poverty and recourse to negative coping mechanisms.

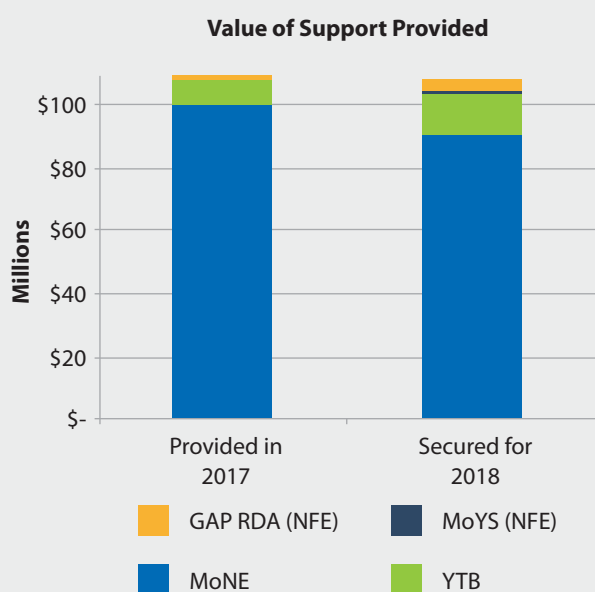
Moving forward, the 3RP and government partners will explore the possibility of assisting some of the beneficiaries of the ESSN to make the transition towards self-reliance, notably by enhancing linkages with the livelihoods programmes detailed in the last section of this report and improving the targeting of these programmes. In this way, a portion of the current caseload will be able to provide for its own needs through access to economic opportunities and jobs.

Map of social assistance and solidarity foundations involved in the ESSN



© Kivanç Özvardar, UNDP Turkey, Kilis, 2017.

Support to Education Institutions



Key figures

- USD 108.6 million worth of support provided to education institutions in 2017, in addition to USD 9.8 million in cash transferred through the national CCTE system.
- USD 108 million worth of support to education institutions already secured and currently being delivered in 2018, in addition to USD 45 million channelled through the CCTE system.
- more than 600,000 Syrian children under temporary protection enrolled in schools and TECs
- 71,000 Turkish teachers trained
- Seven pre-fabricated schools and about 834 container classrooms constructed or rehabilitated

Education is a fundamental right for all children and is therefore one of the key national services which the government has enabled Syrians under temporary protection to access. In this context, the 3RP response seeks to ensure that all children of school age have access to a range of relevant educational opportunities that are linked to, and support enrolment in, formal education programmes. At the beginning of the 2017-18 school year, more than 600,000 Syrian and other refugee children under temporary protection were enrolled in Turkish public schools and Temporary Education Centres (TECs). The enrolment rate is highest at the primary school level and is lower at secondary level. Despite significant efforts made by the MoNE and other education stakeholders, approximately 40% of school-aged Syrian children remain out of school. Moreover, many adolescents and youth have limited access to language classes, relevant technical and vocational skills training, and higher education. This creates a situation which could have negative consequences for the long-term development prospects of Syria, and which poses risks to sustainable social cohesion in Turkey. The number of Syrians under temporary protection enrolled in universities in Turkey has risen to just under 20,000, but this still represents an enrolment rate of less than 4% compared with the pre-war enrolment rate of 20% in Syria.

In these circumstances, support for education has been a top priority of the 3RP response. This is reflected in the scale of the support provided to public education institutions, which totalled USD 108 million in 2017, or 60% of the total support extended to public institutions under the 3RP that year.

Expanding the Capacity of the National Education System to Provide Education to all Children

The 3RP education partners have supported the MoNE's strategy of gradually mainstreaming Syrian children into Turkish public schools and worked to address challenges related to overcrowding of classrooms and limited resources at school level. The education sector partners have supported the expansion and improvement of the available learning spaces by constructing or rehabilitating seven pre-fabricated schools and about 530 container classrooms for formal education in 2017. The partners have also provided schools with textbooks and other learning materials.



Other efforts to expand the capacity of the education system have included mobilizing and providing incentives to over 13,000 Syrian volunteer teachers to teach a MoNE-approved adapted Syrian curriculum to refugee children in temporary education. In order to support the system not only in coping with the increase in the number of children, but also in adapting to the specific needs of refugee children, over 71,000 Turkish teachers have received training designed to increase their capacities to support Syrian and other refugee children and to help them meet their specific educational and psychosocial needs. Partners are also working with the MoNE at the policy level to develop new programmes to support refugee children's transition into the formal education system, including accelerated and remedial learning programmes, the development of assessment tools for children with disabilities, increased outreach to raise awareness among Syrian families of the education services available to their children in Turkey.

In line with the government's decision to make all children participate in at least one year of pre-school education by 2019, support has been provided for the expansion of early childhood education (ECE) for refugee and Turkish children aged 3-5. Over 300 classrooms have been equipped with age-appropriate furniture, equipment and learning materials, and community/home-based ECE has been provided for over 15,200 children.

Extending the National System of Cash for Transfers Education to all Refugee Children

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As already noted in the section of this report on support for social assistance, cash-based assistance is playing an increasing role in humanitarian interventions to provide a basic safety net for refugees. One key innovative feature of the response in Turkey has been to build on the existing public social protection system to provide cash assistance to refugees. This is particularly true in education, where the partners have mobilized the necessary resources to extension of the national CCTE programme to refugee children. The CCTE extension was launched in May 2017 with the aim of encouraging enrolment and improving attendance among vulnerable refugee children and preventing them from dropping out. The programme also includes a strategic child protection component to ensure that the protection needs of enrolled children are identified and addressed. The first CCTE payment was made to over 56,000 refugee children. The programme then expanded rapidly, reaching over 188,400 children by the end of 2017, with plans to reach 356,000 in 2018. While most of the funds for this programme are channelled through the Turkish Red Crescent Society, significant technical and financial support has also been provided to the MoNE and the MoFSP to maintain oversight and coherence.

Providing Youth and Adults with Education and Learning Opportunities

In addition to the focus on children described above, the 3RP commitment to providing education opportunities for all also entails support for relevant institutions catering for higher education and youth and adult learning.

The education sector partners have extended support to the YTB for two separate initiatives aimed at increasing the number of Syrian students studying at Turkish universities. First, in the academic year 2017-18, over 4,200 Syrian high school graduates had the opportunity to complete an intensive nine-month Turkish language programme that enabled them to reach the levels of Turkish proficiency required for enrolment in Turkish universities. In addition to not having to pay course fees, the participants received a monthly cash stipend. Secondly, a higher education scholarship programme has been introduced as a result of which 1,600 students are receiving scholarships to attend university degree courses. These students receive monthly stipends, health insurance and opportunities to participate in networking workshops. The YTB is being supported with additional staff to manage the programme.

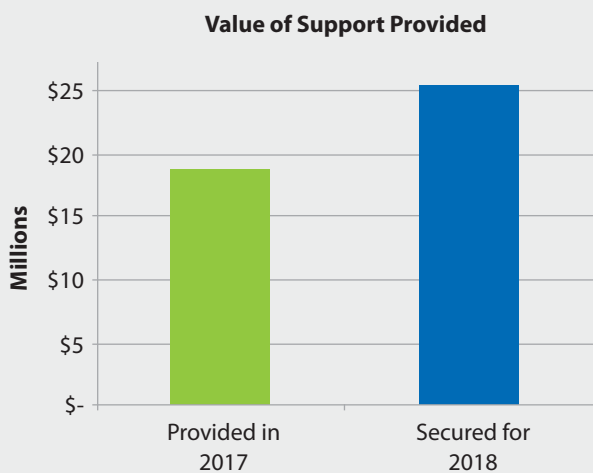
Finally, as a lack of language skills remains an overarching challenge in the daily lives of Syrians under Temporary Protection in Turkey – especially when it comes to integration into the Turkish labour market – the 3RP partners have begun to implement a large adult language education programme in conjunction with the MoNE General Directorate of Life Long Learning. This programme, which commenced in 2018, is seen as a key entry point for overcoming one of the main obstacles to refugee access to the labour market. The language education activities are actually integrated into the livelihoods support efforts which are described in the final section of this report. Besides providing Turkish language education to 52,000 adult Syrians under Temporary Protection, the programme will allow the MoNE to develop a mixed-learning method and train 300 language teachers as trainers for the method. The education will then be provided both in-classroom at public education centres and through a newly developed e-learning platform. Fifty public education centres will be refurbished, and one new school specifically dedicated to language education will be built. Use will be made of the existing MoNE content to develop a flexible and convenient form of Turkish-language education tailored to the specific needs of Syrian women and men. Finally, the project will be monitored through a new Learning Management System, which will reinforce the capacity of the directorate for monitoring and evaluation and serve as the basis for providing incentives to trainees through cash transfers aligned with the ESSN/CCTE model. All this constitutes a good illustration of the 3RP approach to strengthening the resilience of public institutions, not only by assisting them in coping with additional beneficiaries but also by establishing the basis for systems that can continue to deliver assistance on a larger scale in the future.

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As a result of all these joint efforts, more than 610,500 refugee children were enrolled in formal education as of December 2017, representing an increase of nearly 25 per cent over the figure for the end of the previous school year in June. For the first time since the beginning of the refugee crisis in Turkey, more Syrian children were enrolled in Turkish public schools (373,381) than in TECs (237,134), reflecting the government's commitment to the gradual integration of all Syrian children into the national education system. Nevertheless, it is believed that an estimated 350,000 Syrian refugee children remain out of school. The 3RP partners will therefore continue to support the resilience of the education system in 2018 and beyond. USD 108 million has already been secured for 2018, including an additional USD 45 million dedicated to scaling up the CCTE programme. The goal is to build on the progress made in 2017 and ensure both equitable access to quality educational opportunities and the durable and sustainable reinforcement of national education systems, policies and monitoring in Turkey.



Support to Health Institutions



Key figures

- USD 19 million worth of support provided to the MoH and to migrant health centres in 2017
- USD 25.4 million worth of support already secured and being delivered for 2018.
- more than 1,200 Syrian health workers trained and certified to serve in the Turkish health care system,
- 550 Syrian health workers already providing health services to their compatriots
- support extended to seven migrant health training centres
- 34 women and girls safe spaces opened in migrant health centres
- 430,000 free health consultations provided to Syrian refugees and 413,000 Syrian children vaccinated

The focus of the health partners in the 3RP is to support the Government of Turkey in the provision of health care to Syrians under Temporary Protection. Registered Syrians are eligible to receive the same health care as Turkish nationals, with insurance premiums paid by the Disaster and Emergency Management Presidency (AFAD). Providing refugees with open access to health care services has stretched the capacity of the public system, especially at the level of secondary health care. In order to alleviate the pressure on the system, the MoH is opening migrant health centres where Syrian doctors and nurses provide services to Syrians under temporary protection with support from Turkish doctors and nurses. The Ministry has been receiving substantial bilateral funding to do so, notably through the Facility for Refugees in Turkey, which has already allocated EUR 300 million to provide primary health care to two million people and mental health services to one million.

In order to complement this funding, the 3RP partners are working to strengthen the resilience of the Turkish public health system and to ensure that the migrant health centres operate to the same standards as the health centres serving the Turkish community. In total, the partners conducted USD 19 million worth of programming for this purpose in 2017 and have already secured over USD 25 million with which to scale up these efforts in 2018.

Training Syrian Medical Personnel and Expanding the Capacity of the Public Health System

The core contribution of the health partners to this effort has been the training of Syrian medical personnel. The training is being conducted through seven refugee health training centres where intensive training is being provided to Syrian doctors and nurses. In 2017, 2,980 Syrian health care providers received training consisting of a one-week theoretical course and seven weeks of practical training designed to make them fully cognisant with the Turkish health care system. By the end of 2017, 1,200 of these health care providers had been certified to serve in the Turkish health care system, providing health services to Syrians in the 100 migrant health centres that have been opened to date (180 are to be opened in total). By the end of 2018, this number is expected to reach 1,650. In addition, the health partners have



Anger control training session for Syrian children at a women and girls safe space (WGSS), UNFPA Turkey.

Syrian women and girls have received sexual and reproductive health services over the course of the past year. Support is being provided for an additional ten spaces in 2018.

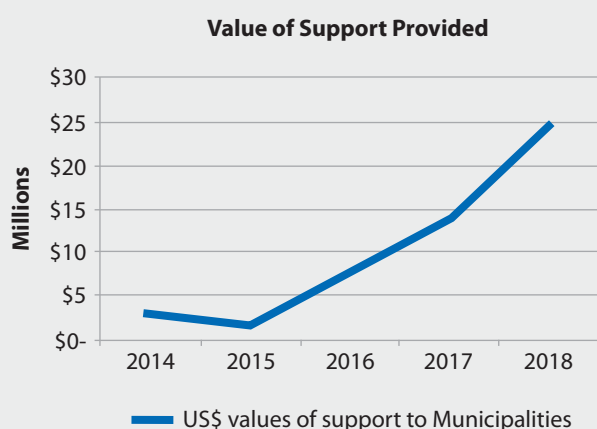
In 2017, 24 health managers and service providers at the central and provincial levels received training on the minimum initial service package and 550 service providers were trained in the clinical management of rape. At policy level, 3RP partners are also supporting the MoH by acting as the secretariat of the sexual and reproductive health working group, which is chaired by the Ministry and seeks to ensure that all actors are able to capitalize on good practices at the local level by sharing their challenges and lessons learned.

All in all, the support to the government health response illustrates the concern of the 3RP partners to focus their support on specific elements of systems strengthening where their expertise can add real value to the quality of the services provided. While over 70% of the health funding received in 2017 was directly injected into the public system, the ratio of the funding secured in 2018 directly injected into the public system currently amounts to 99%, demonstrating that the provision of support to public institutions is a priority for health partners and donors alike.



© Mustafa Bilge Satkın, Şanlıurfa, 2018.

Support to Municipalities and Local Authorities and Social Cohesion



Key figures

- 182 municipal support interventions implemented since 2014
- Support extended to 60 municipalities hosting 90% of the refugee population
- USD 14 million invested in 2017
- USD 25 million already secured in 2018
- 125,800 Turkish and Syrian young people engaged in local social cohesion activities

As over 94% of the refugees live within host communities, municipalities have been primary responders in addressing the impact of the Syria crisis and have played a vital role in Turkey's resilience-oriented response. However, the municipalities face numerous challenges as they try to address the impact of the crisis at the local level. To begin with, the laws on municipalities are ambiguous about whether municipalities are entitled to provide assistance to refugees, who are residents but not citizens. Moreover, the shares of central government tax revenues transferred to the municipalities are based on population figures which do not include the numbers of refugees. Municipalities that are willing to provide additional services to address the impact of the crisis must therefore achieve more with the same income.

While municipalities in Turkey have quite significant budgets, the legal framework also assigns them a wide range of competencies in areas like public transport, water supply, waste water and solid waste management, and firefighting and rescue services. In general, the resources of the municipalities are barely sufficient to allow them to carry out these core functions effectively, even for the resident Turkish population. The sudden increase in the populations of many cities and towns brought about by the refugee influx has therefore put the capacities of the municipalities under serious strain. This can have rapid knock-on negative effects on satisfaction with services, undermining the legitimacy of the local institutions and causing social cohesion to deteriorate. For example, the additional Syrian population in southeast Turkey generates over 550 tons of solid waste per year, which translates into a cost of USD 25 million for the region's municipalities. One knock-on effect is that the capacities of landfill sites will be used up earlier than planned. Similarly, the Syrians under Temporary Protection living in the border region, of whom there are more than 1.35 million, consume about 70 billion litres of water per year and produce approximately half a million tonnes of residential waste water, which needs to be collected and processed.

In view of the protracted nature of the crisis and the absence of additional revenues from central government, municipalities are in need of external support. For municipalities in southeast Turkey, where socio-economic conditions were already worse than in other regions before the crisis, the sudden increase in the demand for services triggered by a population increase of up to 20% is unprecedented.




Increasing Municipal Capacity to Deliver and Manage Services

The 3RP has gradually recognized the need to support municipalities and, in particular, to improve access to municipal services if the response is to fulfil its strategic objective of supporting the provision of public services through national systems. Furthermore, the municipalities are a key entry point into local communities and base for interventions on the ground. Partners in all sectors consequently spend a great deal of time working with municipalities. This work ranges from informing them about upcoming interventions to collaborating with them to implement programmes in support of the provision of basic services. Since 2014, the 3RP partners have implemented, or planned to implement, a total of 182 interventions representing a cumulative investment of nearly USD 52 million in 60 metropolitan, district and provincial municipalities. Within this amount, USD 14 million was spent in 2017, and the figure is to increase to at least USD 25 million in 2018.

While the initial municipal support programmes focused primarily on entry points such as the rehabilitation of public and common spaces and facilities (parks, playgrounds, laundrettes and training or community centres), these were later leveraged to introduce additional large-scale investments in core municipal services such as the construction of waste transfer stations, the provision of firefighting equipment and the development of a mechanical biological treatment facility and leachate facility. Three waste transfer stations have been constructed, for example, in the Fevzipaşa and Araban districts of Gaziantep and the Ceylanpınar district of Sanliurfa, and supplementary equipment and vehicles have been supplied to create an efficient and cost-effective solid waste transportation system. A specialized solid waste compactor enhanced the operational lifetime of the sanitary landfill site in Kilis. The new transfer stations also prevented further dumping of waste in wild dump sites and facilitated the efficient transport of solid waste from municipalities and temporary accommodation centres (camps). These investments had an instant impact on the overall efficiency of solid waste management in the municipalities in question, and resulted in the landfill diversion of more than 33,000 tons of waste per annum.

3RP Approach to Solid Waste Management





The support provided to municipalities will continue to expand significantly in 2018 in terms both of the scale and the substance of the investments. Indeed, funding has already been secured for a near-doubling of investments in municipal services in 2018. Major new investments in southeast Turkey include a mechanical biological treatment facility in Gaziantep, a sanitary landfill site leachate management facility in Kilis, a waste water treatment facility in Hassa (Hatay) and three more waste transfer stations – one in Şanlıurfa and two in Hatay.

More importantly, these investments will be leveraged to achieve additional capacity gains in the municipalities concerned. Three municipalities (Gaziantep, Hatay and Sanliurfa) will pilot the establishment of project management offices. These offices will be embedded within the municipalities and will bring together a combination of local and international experts. They will support the municipalities in developing their strategic planning, project management and evaluation capacity. This will help them not only to achieve efficiency gains in their use of available resources but also to mobilize additional funding in the form of support from UN agencies or international financial institutions, and to develop new revenue streams (for example, from recycling). The offices will thus have a critical part to play in assisting the municipalities to optimize the use of their resources to serve their expanded populations.

Working Hand in Hand with Municipalities to Tailor Services to Refugees and Maintain Social Cohesion

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The 3RP protection parties have long been supporting and mentoring municipalities so that they are able to adjust their services to face the day-to-day consequences of the Syrian crisis in their cities and districts. Municipalities, particularly at the district level, are often the first port of call for refugees trying to access assistance or find out what services they are entitled to. As the legal framework provides limited guidance to municipalities in such cases, the partners have stepped in to help them interpret the law and manage their services as best as possible in a way that addresses the needs of the Syrian refugees for social assistance. This support has often taken the form of meeting the operational costs of outreach programmes aimed at the refugee communities. Since 2015, regular annual workshops have been organized with municipalities in Istanbul to identify concrete areas in which the expertise of the 3RP partners can be drawn on in support of municipal initiatives towards refugees. For example, teams deployed by partners in the field have been working with local NGOs and municipal staff to ensure that municipal social workers engage in the process of identifying refugees and referring them to existing social service centres. These activities resulted in a dramatic spike in the number of beneficiaries of the services between 2016 and 2017.

In 2017, the partners took this process one step further in Istanbul by organizing workshops with municipal officials to identify and address topics of mutual concern including social assistance, livelihoods, international protection, and social cohesion. In Kilis, the partners expanded a pilot programme to prevent and address child marriage. Five days of training were provided for 40 key stakeholders with a focus on understanding the root causes of child marriage and its consequences as well as on case management practices for individual cases. The trainees in turn conducted similar sessions with a total of approximately 2,000 local service providers and community leaders. A similar programme is being implemented in Gaziantep in 2018.

Poverty reduction and skills development are other optional functions of municipalities in which they may choose to take initiatives. In the context of the refugee influx, municipalities have proved to be invaluable partners for 3RP livelihoods agencies not only in identifying the refugees and host community members in their areas with the greatest needs but also in providing opportunities for poor residents to generate income. One example of a creative initiative in this area is the cash-for-work programmes which have been implemented in 11 municipalities. Here, Syrian and Turkish beneficiaries alike have been given the opportunity to work for 3

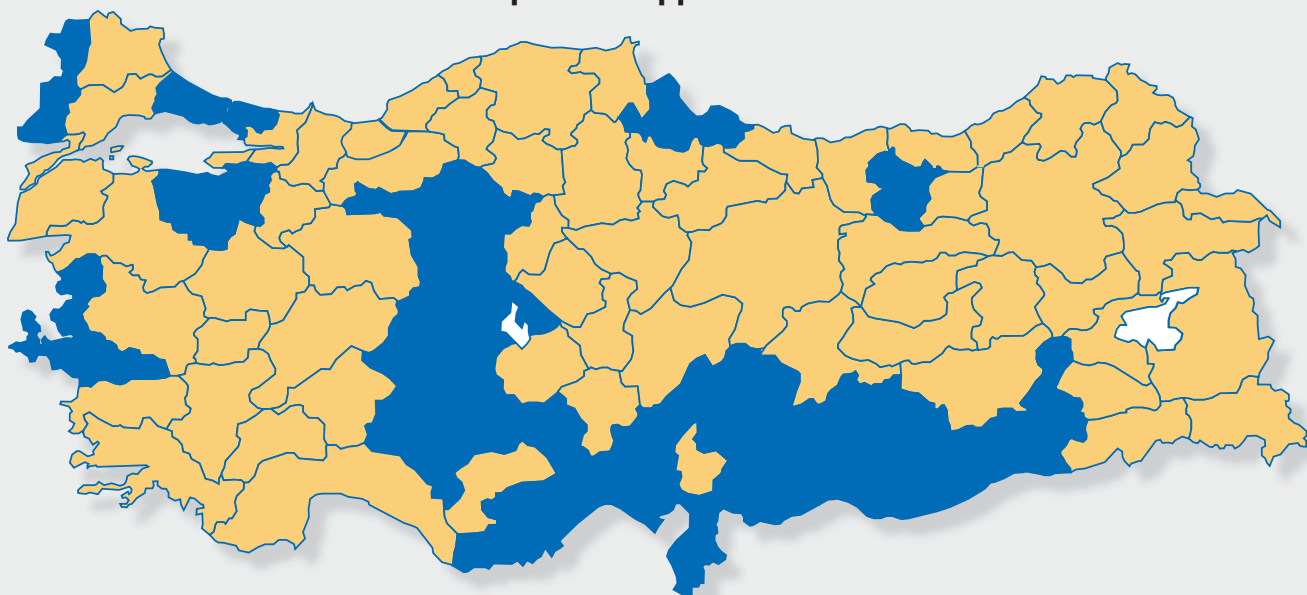
to 6 months through NGOs and temporarily contribute to municipal services, such as cleaning or rehabilitating public spaces like roads and parks, building schools or planting trees and green areas. Win-win initiatives of this kind benefitted over 3,600 people in 2017, and have benefitted an additional 1,200 so far in 2018.

Last but not least, municipalities play a key role in fostering social cohesion. As social tensions have started to emerge between host and refugee communities, many municipalities have taken proactive initiatives to defuse tensions and disputes, and adopted specific preventative measures to build confidence and ensure peaceful coexistence among refugees and between refugees and host community members.

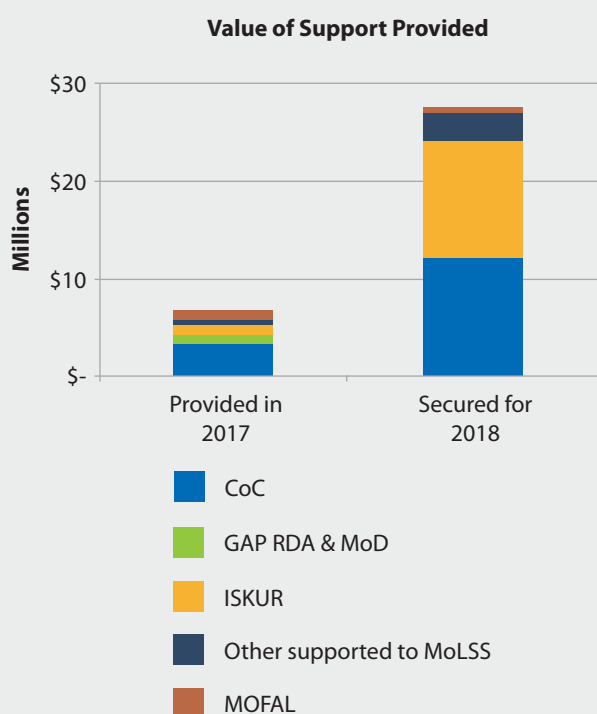
In addition to the work they have been doing to alleviate pressure on resources described above, the 3RP partners have also supported the initiatives of municipalities in the area of social cohesion. This has involved close cooperation with the Ministry of Youth and Sport at the central level to capitalize on the potential of Syrian and Turkish adolescents and youth by strengthening and expanding opportunities for meaningful engagement, empowerment and life skills education in host communities across the country. The partners have developed a network of dedicated young people in over 20 host communities with a view to improving the quality of training programmes and other social cohesion activities. Nearly 650 Turkish and Syrian young people have been trained as master trainers and have subsequently reached almost 125,800 of their peers in their own communities with social cohesion activities. A new, interactive package has also been developed to provide the trainers with more effective tools to engage adolescents and young people on key issues such as child rights, conflict resolution and social cohesion.

All in all, the support which the 3RP partners have provided to municipalities has helped to strengthen the resilience of the municipalities by helping them not only to absorb the shock of the crisis (the increased demand for services), but also to adapt their range of interventions to address the specific needs of the refugee population and the impact of the crisis on social cohesion. From a longer-term perspective, this kind of support is also leading the municipalities to transform their management, processes and techniques so as to optimize their delivery of services responding to the needs of their residents.

Municipalities Supported to Date



Support to Public Institutions for Creating Economic Opportunities and Jobs and Fostering Agricultural Development



Following the adoption of the Regulation on Work Permits of Foreigners under Temporary Protection in January 2016, an estimated 43,000 work permits have so far been issued to Syrians.⁸ However, increasing levels of unemployment in Turkey have made access to jobs challenging both for Syrians under Temporary Protection and for host community members. Over the past few years, unemployment rates have increased steadily, reaching 10.8% in 2017.⁹ Due to unemployment and lack of access to the labour market, an estimated 1.8 million Syrians under Temporary Protection and host community members of working age are living below the median poverty line and are in need of basic services, including food, education and livelihoods. This is particularly the case for the 22.6% of current ESSN beneficiaries who would meet the criteria for being able to access work and gradually provide for themselves. The current livelihoods efforts will therefore play a key role in helping some of the current beneficiaries of unconditional cash assistance to make the transition to self-reliance, notably through employability and conditional cash/cash-for-work programming.

Key Figures

- USD 5.27 million worth of support provided to institutions involved in job creation, access to economic opportunities and agricultural development in 2017.
- USD 27.7 million worth of support already secured and being delivered for 2018.
- Five one-stop shops now fully functional and providing integrated employment and guidance services in Turkish and Arabic
- 789 persons trained in modern agricultural technology

The increasing need for additional employment opportunities requires strategic engagement with both the public and private sectors in order to provide access both to short-term job opportunities like intensive employment and cash-for-work schemes and to long-term job opportunities – i.e., access to full-time jobs. The 3RP partners are therefore significantly increasing their support to the key institutions involved in supporting access to economic opportunities and jobs, notably through efforts in the livelihoods and food security sectors. This has involved supporting the MoLSS – and in particular the Turkey Labour Employment Agency (ISKUR) – in establishing the basis for active labour market policies through the profiling, registration, screening and referral of beneficiaries. It has also involved working with the MoFAL and the Ministry of Science, Industry and Technology (MoSIT) to support the private sector in expanding opportunities.

⁸ MoLSS data presented at the ESSN Future workshop, 20 June 2018

⁹ Ibid.

Supporting ISKUR, the MoLSS and Chambers of Commerce (CoC) in Ensuring Access to the Job Market for Vulnerable Groups¹⁰

The 3RP livelihoods sector partners have supported Syrians under temporary protection and host community members through the provision of technical and vocational education and training (TVET) and skills and language training with a view to increasing their access to employment opportunities. In 2017, the livelihoods partners provided nearly USD 5 million worth of support to the Ministry of Labour and Social Security – particularly ISKUR – and to local CoCs to enable them to provide skills training and job placement opportunities to refugees and members of host communities alike. As mentioned in the section of this report concerning support for educational institutions, these programmes are closely linked with - and build on – the efforts being made to provide Turkish language skills training to refugees, since the language barrier remains the primary obstacle to access to the labour market.


One of the forms taken by this support has been the provision to training institutions of the spaces and equipment needed so that ISKUR and local partners expand their services to new beneficiaries. In Gaziantep, a new vocational education and training (VET) centre has been built in partnership with the Gaziantep Chamber of Industry. In addition, ten training centres located in target provinces and owned by various institutions have been renovated through minor refurbishments and the procurement of necessary equipment. Another 13 centres have been provided with other kinds of support to enhance their capacities to provide services. New training curricula and courses have been developed, based on market assessments and research, to enable the beneficiaries to acquire the skills which are most relevant to the needs of the job market. In total, over 18,000 refugees and host community members completed training courses in 2017, and 1,400 have already been placed in jobs.

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© Vocational trainings, FAO Turkey.

¹⁰ Under the new government system, MoLSS is expected to merge with the Ministry of Family and Social Policy. Figures on the support provided to MoFSP are available in the second section of this report to gauge the full scale of support provided to the new structure



All this has been made possible as a result of complementary efforts undertaken by the partners at the policy level to support the government in fostering an environment favourable to job creation. One key innovation introduced by the 3RP partners in this respect was the establishment of five one-stop shops. These are now fully functional and providing integrated employment and guidance services in Turkish and Arabic. The one-stop shops were set up through chamber of Industry in Adana and Gaziantep, Gaziantep Chamber of Merchants and Artisans, Şanlıurfa Chamber of Merchants and Artisans. Nearly 5,000 people have benefitted from the guidance and counselling services which they provide. In consequence, another ten shops are expected to be established in conjunction with ISKUR by the end of 2018.

Alongside the provision of guidance and counselling services, events have been staged to foster direct interaction between job seekers and the private sector. One good example of such an event was the Business and Employment Forum held at the newly-established Gaziantep VET centre in May 2017. Here, 700 Syrian and Turkish job seekers were provided with opportunities to present their CVs to 35 companies, to improve them, and to engage in policy discussions with representatives of the private sector and international organizations and government officials.

At policy level, partners have engaged with the MoLSS to provide officials with training of various kinds, notably in the areas of International and Temporary Protection, labour migration management, active labour market policies (both for refugees and for members of the host community) and gender equality. In addition, the partners have assisted the MoLSS with the development of awareness-raising and informative materials to familiarise refugees with the specificities of the Turkish labour market and the related rights and obligations. This work has included the publication of seven brochures on labour rights in collaboration with the Labour Inspection Board, the development of an ISKUR guide to job hiring and the equipping of an information campaign bus. Building on this, the partners are now working to develop an incentive scheme for employers covering social security contributions and work permit fees targeting 5,250 refugees and 1,750 Turkish citizens.

All this provides a solid basis for scaling up the work significantly in 2018. The partners have already secured over USD 30 million to support the MoLSS and CoCs this year. Between them, the livelihoods partners will aim to provide skills training to over 115,000 beneficiaries and to place an additional 26,000 Syrians and Turkish nationals in jobs.¹¹ ISKUR will benefit from a dedicated institution-strengthening programme to strengthen the capacities of pilot offices to deliver active labour market services such as skills profiling, vocational training and job matching for refugees and members of the host community. The partners will also significantly scale up their support for the private sector, particularly by developing SME capacities in Izmir and Mersin and establishing innovation centres in Manisa and Adana with the respective CoCs. Work will also continue with the MoSIT Directorate General for Productivity and the Gaziantep Chamber of Industry on the strategic planning of the Polateli Qualified Industrial Zone, so as to transform local industrial ecosystems in Gaziantep with the overall aim of creating sustainable jobs: the target is to create at least 2,000 jobs in 2018-2019.

Supporting the MoFAL

A large number of Syrians under Temporary Protection in Turkey have found employment as temporary labourers in agriculture, especially in the southeast of the country. Others have rented small plots of arable land to plant crops for their own consumption or for sale. Syrian women are performing essential roles in agriculture and food production such as sowing, weeding, harvesting, and caring for animals. Government partners in Turkey have stressed that agriculture is an important sector which merits more attention in terms of promoting food security and employability among Syrians under temporary protection, especially as agriculture accounts for 21% of the labour market in Turkey.

¹¹ 3RP Livelihoods sector target - 1.3.3 # of Syrian refugees or host community members increased income through job placement, self-employment and income opportunities such as cash for work (whether long or short term).

In 2017, USD 1 million was channelled to the MoFAL and other agricultural institutions under the 3RP, along with the provision of staffing support. The partners provided technical and vocational training in crop production and harvesting, primary food production and processing, and livestock management for 900 Syrian refugees and host community families in five provinces in southern Turkey (Adana, Mersin, Şanlıurfa, Gaziantep and Isparta). This activity facilitated employment opportunities in the agriculture sector in collaboration with MoFAL, other relevant government agencies and the private sector. Drawing on an assessment which revealed a shortage of agricultural skills in southern and southeastern Turkey, the training courses focused on: livestock care and herd management; the cultivation and harvesting of apples, grapes, olives, pistachio nuts and cotton; harvesting and post-harvest processes for peppers, citrus fruits and pomegranates; greenhouse vegetable production, and irrigation management, farm management and food hygiene. These efforts strengthen food security and build the resilience of refugees and host communities by diversifying livelihoods and enhancing job opportunities in the food, agriculture and livestock sectors, where there is ample scope for employment.

In collaboration with AFAD and the MoFAL, the food security partners have also worked inside temporary accommodation centres (camps) in Osmaniye to provide agricultural inputs, equipment and technical support for the establishment of a greenhouse to produce vegetables for the 15,000 Syrian refugees living there. The refugees have been provided with technical training in greenhouse technology, greenhouse vegetable production, good nutritional practices and the value chain. Other greenhouses outside the temporary accommodation centres have also been rehabilitated to provide Syrian and Turkish young people with short-term training opportunities. In 2018-19, the support provided to public institutions involved in agriculture will rise to at least USD 1.6 million, and will include working with ISKUR to open an agricultural training centre for refugees.



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